

## 17. On-Line Payment and Database Centralization Concept Paper.doc

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**Date:** 10/31/2007

**Project Name:** IDALS On-Line Payment and Database Centralization

**Is this project in support of a program designated as an Iowa Great Place, pursuant to section 303.3c?:** No

**Requesting Agency:** IDALS

**Project Point(s)-of-Contact:** Karey Claghorn, Deputy Sec. of Agriculture, 281-5322; Barb Chambers, 281-6818

**Project Sponsor:** IDALS, Karey Claghorn, Deputy Secretary of Agriculture; 281-5322

**Goal:** To provide to the citizens of the State the ability to purchase and renew their annual licenses on-line with the capability of accepting credit card payments and an informational site for the general public.

**Project Purpose:** The project is intended to help the public by streamlining the process of license renewal and information retrieval while saving them time and giving them alternative payment options.

**Background:** We currently are using a process for license renewals that has been in effect for more than 30 years. It is a paper system that is time consuming, takes up a huge amount of space for storage, is prone to errors, and is inefficient. We process approximately 50,000 fees annually from 10 different bureaus all of which are managing 10 different databases. One of our largest databases is an out dated DOS system that was built in 1987. When an individual or enterprise renews a license which is required by law to conduct their business in the State of Iowa, he is forced to write a check, mail it in, wait for us to process, and then wait for the mail to have it delivered to him. Because of the seasonality of some of our licenses, work loads can be so great that the turn around time becomes extended.

**Expected Results in this Project:** With a centralized database and on-line payment system for license renewal the public could apply on-line, make their payment on-line, and their entry will automatically update our database. Once their application and payment information is approved, they will be able to print a license on-line saving time and mailing cost for both them and IDALS. To comply with Iowa Code, Chapter 22, this information will then be easily available to the general public. The present system requires multiple internal input and manipulation that could be done automatically by this new on-line system. The department is currently working to expand their on-line capabilities and this project will further that goal.

**Request:** We are currently asking for \$20,000 to start the planning process of this project.

**Resources Being Contributed:** The following staff will be involved in the planning process: Deputy Secretary of Agriculture, Project Manager (5%), Director of Consumer Protection & Industry Services (5%), Legislative Liaison (5%), Media and Technology Coordinator (5%), IT Specialist (10%), Accounting Bureau Chief (10%), Budget Analyst III (10%), Auditing Chief (5%), and as many as 10 additional Bureau Chiefs.

**Interested Parties:** Any individual or commercial applicator applying for a license through IDALS, the 10 bureaus within IDALS issuing licenses, and the general public in need of information will be interested in this project.

**Recipients of this Service:** The citizens of the State would have the benefit of easy access to a web-based searchable information site. Whether they need general information or need to renew a license, we would have one site that is available day or night to meet their needs.

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